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13. ABSTRACT (Maximum 200 words) This document describes the DLA Office of Military Personnel's plan for implementing TQM. The Office of Military Personnel will provide TQM orientation for each of its personnel and form process action teams to analyze and improve existing processes.					
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TOTAL QUALITY MANAGEMENT  
IMPLEMENTATION PLAN FOR  
MILITARY PERSONNEL  
MANAGEMENT

**A-1**

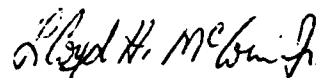
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MILITARY PERSONNEL STAFF DIRECTOR'S  
MESSAGE ON  
TOTAL QUALITY MANAGEMENT

'Doing the job right the first time, on-time, everytime, and continually improving the way we do that job' is what Total Quality Management (TQM) is all about. Therefore, that is also our goal and our responsibility to strive to achieve that goal in each task that we undertake.

I challenge each of us to develop a personal work ethic which promotes quality and professionalism in everything that we do. The end result will be total quality in doing our job, which is the ultimate goal.



LLOYD H. McCOIN, JR.  
Colonel, USAF  
Staff Director,  
Military Personnel

## I DLA-M's TOTAL QUALITY MANAGEMENT CONCEPT:

The Total Quality Management (TQM) Plan for Military Personnel Management is consistent with, and supplements, the DLA TQM master Plan. The implementation of TQM within DLA-M is subject to a continuous improvement cycle which is the basis for the TQM process. As such, the Plan will be a living document and will be adjusted as required to incorporate necessary changes.

## II DLA-M's TQM METHODOLOGY:

TQM in DLA-M involves the total commitment and participation of top leadership and the support of supervisors and employees at all levels. TQM within DLA-M will entail the orientation of all employees on the TQM concept and the individual impact that each employee has on a successful plan. This orientation will be the initial phase of training for employees and will be followed by the available formal TQM training within the Agency.

Each supervisor will select a process under his/her supervision and organize a process action team to study the process in detail to either validate the existing procedure or develop improvements for efficiency and effectiveness. This procedure will be repeated until each process accomplished within DLA-M is analyzed. After all processes have been reviewed, the entire procedure will be repeated to ensure continuous quality improvement.

DLA-M recognizes that its employees are the most important assets and the success of its TQM Plan depends largely on the commitment of the employees to the process and Plan. Therefore, TQM within DLA-M will be used to foster and maintain the total support of all employees to the Plan by revealing the benefit of the Plan to each employee.

## III DLA-M GOALS IN SUPPORT OF TQM:

DLA-M has used the DLA goals for TQM to develop the goals for Military Personnel Management. The following are applicable goals for DLA-M:

- Develop a trained workforce.
- Harmonize directives.
- Integrate existing initiatives.
- Demonstrate an uncompromising commitment to quality.
- Enhance the DLA recognition and award system.
- Develop a feedback and communication system.
- Institutionalize TQM within DLA.

IV DLA-M's TQM EXECUTIVE PLAN:

<u>Event</u>	<u>Timeframe</u>
Publish TQM Plan	CY 89
Orientation of Employees	CY 89
Identify Military Personnel Management Process	CY 89
Training of the Workforce	Continuous
Analyze each Military Personnel Management Process	Continuous
Institutionalize TQM in each Process for DLA-M	Continuous